

Centre City Tower, 7 Hill Street, Birmingham B5 4UA
21 Bloomsbury Street, London WC1B 3HF

By email

03 January 2018

Environmental Information Regulations – Request for Information

Reference: EIR 201712112

Dear 

Thank you for your request for information. I write to confirm that the information you have requested is not held by Ofwat.

As the economic regulator for England and Wales Ofwat does not collect water consumption data as standard.

There is some useful data on the Discover Water website at this link <https://discoverwater.co.uk/> however it doesn't evidence specific areas such as the London Borough of Brent. This information would need to be requested from Thames Water directly and to any other retailer covering this area. As you may be aware business customers can now switch their water companies and there may be other retailers that cover this area. More information on business suppliers is available on the Open Water website at this link <https://www.open-water.org.uk/for-customers/find-a-retailer/>

You can submit a formal request for information to Thames Water under the Environmental Information Regulations 2004 via the following enquiry form <http://customerhelp.thameswater.co.uk/app/ask>

Once an EIR request is answered, it is considered to be in the public domain. To promote transparency, Ofwat may publish the response and any material released on our website in the [FOI disclosure section](#). Any personal information in the letter will be removed before publishing. This document will be held in accordance with Ofwat's

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retention and disposal schedule which can be found in our Publication Scheme at the following link <https://www.ofwat.gov.uk/publication/retention-disposals-policy/>. If you have any concerns how Ofwat processes your personal data please contact the Data Protection Officer at FOI@ofwat.gsi.gov.uk. To view Ofwat's full privacy policy please go to <https://www.ofwat.gov.uk/publication/privacy-policy/>

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme and Project Management Office

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA

FOI@ofwat.gsi.gov.uk

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

or

The Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Freedom of Information/EIR Information Not Held

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Yours sincerely,

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